

VEHICLE E-PERMIT FAQ'S

City of Darwin electronic permits make applying quick and easy.

Why are all off-street reserved parking permits electronic?

City of Darwin uses electronic permits for reserved car parking to enhance efficiency, convenience, and sustainability, aligning with our 2030 strategy to be recognised as a smart and prosperous city. By using electronic permits, the city streamlines the permit application process, reduces paperwork, and improves the management of reserved parking spaces.

What are the benefits of an electronic permit?

- **Quick and easy to apply:** A simple online process with no paperwork or in-person visits required.
- **No physical permit needed:** Permits are digital, so there's nothing to display, lose or replace.
- **Online access anytime:** Manage, update or renew permits 24/7 from any device.
- **Automated reminders:** Receive notifications before your permit expires.
- **Convenient parking:** Allows access to reserved bays, improving convenience and accessibility.

What type of permits are available?

- **Private:** These are permits for individual users. Private permits are allocated 1 space, and within the permit parking area can have 1 vehicles registered.
- **Corporate:** Corporate permits are allocated up to 20 spaces (pending availability) and have a maximum number of 1 vehicle registered to each space within the permit parking area at any one time. Users can change the vehicles registered to the permit an unlimited number of times to suit their business' needs.
- **Staff:** These permits are for the use of City of Darwin Staff. Staff are required to pay for their parking on a day-by-day basis.

How does the electronic permit work?

Users will login to a portal from our City of Darwin website, setup an account, and be able to apply for and manage their permits from any device at any time. From here, applications for permits can be completed on the spot. In most instances the permit will be approved automatically once payment is processed unless there are special requirements or new access cards required.

Are electronic permits available in all Darwin car parks?

The permits are only available in City of Darwin's off-street car parks: West Lane, Dragonfly, Darwin Oval, Nichols Place and Mitchell/Daly Street.

How do I set up an account and apply for a permit?

The online parking portal can be found at <https://www.darwin.nt.gov.au/resident-services/parking/parking-permits/parking-permits>

On this page will be a link to the [ePermit Portal](#) where users can create an account and then apply for the relevant permit. There are different permit options available for Private, Corporate or Staff.

What payment methods are available?

Credit card and cash (pay in person) payment methods are available. Cash payments require the exact amount to be paid as we are not able to give change. No Basics Cards will be accepted.

VEHICLE E-PERMIT FAQ'S

Will I have a designated reserved parking bay?

No – there will no longer be designated parking bays. The permit allows users to park in the area marked 'Permit Parking.'

If bays are not designated, how will available spaces be identified?

The total number of bays have been programmed into the system for each carpark. As the spaces are filled, the available spaces will decrease.

What if there are no spaces to park in reserved parking – the area is full?

Please call 08 8930 0300 to inform our team and then email property@darwin.nt.gov.au about the details.

Do I need an access card?

Access cards are required for after hours access to the multi-storey West Lane and Dragonfly carparks.

You must have a current permit to apply for an access card. If you require after hours access to these carparks, you can apply for an access card that relates to your permit. An access card fee applies.

Access cards expire at the same time as your permit. If you renew your permit you must email property@darwin.nt.gov.au to ensure your access card expiry date is renewed.

What if I buy a new car and need to update my permit with the new vehicle registration?

Simply go into the portal, and click on your active permit, where you can update the vehicle details for that permit.

Can someone else use my permit?

No, these permits are not transferable.

How do I renew?

When you are sent the notification, you simply follow the link to complete your renewal.

What happens if I let my permit expire?

If your permit is not renewed by the expiry date, that reserved space will be available for purchase by the next customer on the waitlist. If your permit expires without renewal, you will need to re-purchase a space. If no spaces are available, you will be added to the waitlist.

What if I need to cancel?

You can log into your account at any time to cancel. Pro-rata refunds will be available unless cancellation is within 14 days prior to the permit expiration. Pro-rata refunds are calculated as per the charged parking days Monday-Friday. Weekend parking in off-street carparks are free on Saturdays and Sundays.

What security measures are in place to protect my personal and payment information on the electronic platform?

The ePermits portal used by City of Darwin is delivered through a secure digital platform. The system is designed to safely manage personal information and support reliable online transactions.

Please call 08 8930 0300 or email the team at property@darwin.nt.gov.au if you have any questions or need assistance.